

ADASS EAST Community Services (OP) v23.2 for Firstpoint Homecare - Harpenden

Overall Rating



Assessment Completed 02/09/2025

Domains

Name	Rating
1. Involvement and Information	Excellent ★★★★★
2. Personalised Care and Support	Good ★★★☆☆
3. Safeguarding and Safety	Good ★★★☆☆
4. Suitability of Staffing	Excellent ★★★★★
5. Quality of Management	Excellent ★★★★★

Standards

Name	Rating
1. Respecting and Involving People Accessing the Service	Good ★★★☆☆
2. Consent	Excellent ★★★★★
3. Care and Welfare of People Accessing the Service	Good ★★★☆☆
4. Meeting Nutritional Needs	Good ★★★☆☆
5. Co-operating with other Providers	Good ★★★☆☆
6. Safeguarding People who access the Service from Abuse	Good ★★★☆☆
7. Cleanliness and Infection Control	Good ★★★☆☆
8. Management of Medicines	Good ★★★☆☆
9. Safety and Suitability of Premises	Good ★★★☆☆
10. Safety, Availability and Suitability of Equipment	Good ★★★☆☆
11. Requirements Relating to Staff Recruitment	Excellent ★★★★★
12. Staffing and Staff Deployment	Good ★★★☆☆
13. Staff Support	Good ★★★☆☆
14. Assessing and Monitoring the Quality of Service Provision	Excellent ★★★★★
15. Using Information and Dealing with Complaints	Excellent ★★★★★
16. Records	Excellent ★★★★★

